

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I'm wanting to check and see if a, a primary physician is in network? Okay. Um, so we're just, uh, the benefits administrators. For-- to find a provider, you would actually need to contact the, uh, network. Is it just a medical provider you're wanting? Correct. Okay. So you can either go onto multiplan.com or you can call them and I can give you their phone number. Okay. Um, so their phone number is 800-457- 1403? Yeah. Mm-hmm. Okay. Well, there's only about half a dozen different numbers on this card. I guess I didn't call the right one. Yeah. So- Okay. So I, I need to call this number then? Yes, sir. To find a provider, they can help you with that. All right. Thank you very much. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: I'm wanting to check and see if a, a primary physician is in network?

Speaker speaker_1: Okay. Um, so we're just, uh, the benefits administrators. For-- to find a provider, you would actually need to contact the, uh, network. Is it just a medical provider you're wanting?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So you can either go onto multiplan.com or you can call them and I can give you their phone number.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so their phone number is 800-457-

Speaker speaker_2: 1403?

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_2: Okay. Well, there's only about half a dozen different numbers on this card. I guess I didn't call the right one.

Speaker speaker_1: Yeah. So-

Speaker speaker_2: Okay. So I, I need to call this number then?

Speaker speaker_1: Yes, sir. To find a provider, they can help you with that.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: You're welcome. Bye-bye.